



7101 Presidents Drive, Suite 300  
Orlando, Florida 32809  
T. 407.240.3348 F. 407.240.8710  
info@gobencs.com

## exhibitor compass

EXHIBITOR MOVE IN		
Day	Date	Time
Tuesday	September 28th	10am - 3pm

EXHIBITOR HOURS		
Day	Date	Time
Tuesday	September 28th	4pm - 6:30pm
Wednesday	September 29th	10am - 12:30pm

EXHIBIT MOVE OUT		
Day	Date	Time
Wednesday	September 29th	12:30pm - 3pm

### DISMANTLE | MOVE OUT DEADLINE

All exhibitor materials must be removed from the exhibit facility by:

Day	Date	Time
Wednesday	September 29th	3pm

See Carrier Check-in time below to ensure that you plan accordingly to the dismantle/move out deadline.

### DISMANTLE | CARRIER CHECK-IN

To ensure that all exhibitor materials are removed from the exhibit facility by the exhibitor move-out deadline, please have your carriers check in by:

Day	Date	Time
Wednesday	September 29th	2:30pm

### IMPORTANT INFORMATION

Schedules listed above are subject to change by show management. Should any freight/materials left at the exhibit venue after the Dismantle & Move Out Deadline, Goblen Convention Services reserves the right to re-route all freight/materials via the preferred carrier of Goblen Convention Services. Any and all shipping and handling charges by the preferred carrier of Goblen Convention Services will be billed and paid by the exhibitor. Goblen Convention Services is not responsible for those shipping charges for freight/materials left after the Move Out Deadline.

BOOTH INFORMATION	
Standard Booth Size – 8’ x 10’ - Pipe & Drape –	

Back Wall	Blue & White
Side walls	Blue
Table Skirt	Blue

Included Booth Package Equipment	Quantity
6’x30” skirted table in show colors	1
booth identification sign	1
Wastebasket with Liner*	1
Padded Chairs	2

There are no substitutions with included booth package equipment. Your preferred alternatives may be ordered through the exhibitor manual.

\*Wastebasket with liner does not include porter service/cleaning. Porter service/cleaning may be ordered through the exhibitor manual.

IMPORTANT DATES	
	Mark your Calendar
Shipments can start arriving at Advance Warehouse	August 24, 2010
Discount deadline orders received with confirmed payment.	September 14, 2010
Last Day for Shipment to arrive at warehouse w/o surcharge	September 17, 2010
Last day for shipments to arrive at warehouse	September 24, 2010
Shipments can start arriving at Show Site	September 27, 2010 <b>Strictly Enforced!</b>

### VENUE INFORMATION

Hyatt Regency Miami  
400 SE Second Ave.  
Miami, FL 33131  
305.358.1234 main phone



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## service contractor information & contacts

### QUICK CONTACTS

#### REGISTRATION – BOOTH ASSIGNMENT

Jim Cloonan | Travel Marketing Group, LLC.  
T. 617.337.5132  
E. jim@travelsmg.com

#### SHIPPING – STORAGE – FURNITURE - PLANTS SIGNS – LABOR – CARPET – CLEANING

Stephanie Dill | Goben Convention Services  
T. 407.240.3348 | F. 407.240.8710  
E. stephanie@gobencs.com

#### AUDIO VISUAL

Myra Murray | Goben Convention Services  
T. 407.240.3348 | F. 407.240.8710  
E. myra@gobencs.com

#### ELECTRICAL

Edlen Electrical  
T. 305.623.5335 | F. 305.623.5337  
E. miami@edlen.com

#### INTERNET

John Clayton | Swisscom  
T. 813.628.9352

### SHIPPING INFORMATION

#### ADVANCE WAREHOUSE ADDRESS

Shipping Address & Preferred Label Format

**\*\*Exhibiting Company Name\*\***

**\*\*Exhibiting Booth #\*\***

**Home Based Travel Agent Forum  
C/O Goben Convention Services  
Clover Systems  
1910 NW 97th Ave.  
Miami, Florida 33172**

Warehouse materials are accepted at the warehouse

**Monday – Friday | 8:30am – 3:00pm**

Goben Convention Services will start accepting crates, boxes  
and skidded materials beginning:

**August 24, 2010**

**Starting at 8:30am**

#### SHOW SITE ADDRESS

Shipping Address & Preferred Label Format

**\*\*Exhibiting Company Name\*\***

**\*\*Exhibiting Booth #\*\***

**Home Based Travel Agent Forum  
C/O Goben Convention Services  
Hyatt Regency Miami  
400 SE Second Ave.  
Miami, FL 33131**

**Shipments arriving before this date and time may be refused  
by the facility. Any charges incurred for early freight  
accepted by the facility are the responsibility of the  
exhibitor.**

Goben Convention Services will start accepting crates, boxes  
and skidded materials beginning:

**September 27, 2010**

**Starting at 10am**

**Date & Time Strictly Enforced!**

Please do not send freight to hotel before this date. The  
facility does not have the manpower to handle exhibitor  
freight.



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## general information

### Material Handling

Goben Convention Services has been contracted to handle this event which includes all drayage whether it is received at the warehouse or the show site.

Warehouse receiving hours are 8:30am – 3:00pm, Monday – Friday. You may start sending freight 30 days prior to the start of show at no additional charge. Drayage is defined as the delivery of freight from the advanced warehouse, loading dock or hotel storage room to your booth space and from the booth space to the loading dock. Empty containers and crates will be removed for storage and returned to your booth when the show closes. When planning your dismantle please allow time as when returning empty containers and crates they are not returned in any particular order.

Please note if you send freight to the hotel before the published date listed in this exhibitor service kit your freight may be refused. If it is accepted by the event venue/resort/hotel, you may incur a service charge such as handling/storage etc.. from the event venue and also incur material handling rates from Goben Convention Services. No material handling equipment such as dollies or pallet jacks may be used by anyone other than Goben Convention Services.

### Preferred Freight Carrier

Listed below is the information for the official freight carrier of Goben Convention Services. Please mention show name for discounted rates.



CONVENIENT 24 HOUR TRACKING

**800.988.9889**

**www.UPSFreight.com**

UPS FORM LOCATED AT THE BACK OF THIS MANUAL  
MENTION SHOW NAME FOR DISCOUNTED SHOW RATES

### International Shipments

Should your display require clearance by a United States Customs Office you must make arrangements with a custom broker. Goben Convention Services cannot clear the shipment on behalf of the shipper.

### Labor

Labor is for installation & dismantling of displays, Please refer to the Labor forms included in this manual in order services. TIP: Order early and in advance to guarantee labor services. Exhibitors may setup and dismantle their own displays provided they use their own company employees to do so.

### Exhibitor Appointed Contractors

If you are utilizing an outside contractor, Goben Convention Services must be informed two weeks prior to setup. A valid "certificate of insurance" must be submitted to Goben Convention Services by the date illustrated on the Exhibitor Appointed Contractor Notification form included in the exhibitor service kit. Notifications received after the date may not receive approval. Failure to provide Goben Convention Services a certificate of insurance will result in labor hire from the Goben Convention Services staff. The non-official contractor will be able to provide supervision only. Exhibitor Appointed Contractors who subcontract for services other than general contracting are also considered non-official contractors and must follow set procedures; this includes florists, audio visual and computer rental firms.

### Security

Exhibitors are responsible for safeguarding their goods, materials, equipment and exhibits at all times. Goben Convention Services is not responsible for any unattended items left in the tradeshow facility or assigned booths.

### Equipment Use

Goben Convention Services does not lend out any equipment to exhibitors. If you require help for the setup of your booth, you must fill out the provided labor forms included in this service kit. Please note that request for labor services on show-site is not guaranteed. If you require assistance bringing items to your booth, please note that you are subject to material handling fees and labor charges at the current prevailing cost.

### Safety

Standing on chairs, tables or any rental furnishings are prohibited. Goben Convention Services is not responsible for injuries or falls caused by improper use of furnishings. Should a folding chair not accommodate you please advise us and we will substitute that chair with a current in-stock side chair upon availability.

If assistance is required in the installation/dismantle of your booth, please order labor using the enclosed labor form and the necessary ladders, and tools that need to be provided.

### Acceptance of General Information

By signing off on any services/order provided by Goben Convention Services automatically indicates that you the client/exhibitor are in acceptance and agreement of our general information section. Any questions about the general information section for Goben Convention Services please contact us at 407.240.3348 or at info@gobencs.com.



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## payment terms & conditions

### Payments

Full payment, including tax, is due in advance or at show site. Purchase Orders are not considered payment. All orders received without the method of payment form will be charged standard rates. For the convenience of all, we ask that all disputes be questioned prior to show close via calling the office or visiting the on-site service desk for billing questions and concerns. If an exhibitor fails to pay their invoice prior to close of show, the charges will automatically be applied to the credit card on file.

### International Exhibitors

We require 100% payment of advance and standard orders. Any orders or services placed with Goben Convention Services on show site, those services must be paid in full. Payment must be made via check in United States fund drawn from a United States Bank.

Should your display require clearance by a United States Customs Office you must make arrangements with a custom broker. Goben Convention Services cannot clear the shipment on behalf of the shipper.

### Fees

A \$30.00 charge will apply for charges associated with the following:

~ *Insufficient Funds*

~ *Charge back fees on credit cards*

This fee will be added to your final invoice.

### Wire Transfers

If you are using wire-transfers for payment. Please add an additional amount of \$30.00 to the wired amount. This \$30.00 is a processing fee for the wire transfer assessed by Goben Convention Services. Please contact 407.240.3348 for wire transfer information.

### Cancellations

Orders cancelled prior to decorator move-in are subject to a 50% cancellation charge.

Orders cancelled after decorator move-in begins are subject to a 100% cancellation charge.

A one-hour "per person" charge will be applied for all labor orders that are not cancelled in writing at least 24 hours prior to the scheduled start time.

### Tax Exemption Status

If you claim tax exempt status, you must provide us with a copy of your tax Exempt Certificate issued by a federal government or state in which the event is taking place, simultaneously with the placement of your initial order, otherwise tax will appear on your invoice.

### Third Party Billing

Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. Goben Convention Services reserves the right to institute a collection action against the exhibitor if the third party does not pay.

### Credits

It is the responsibility of the exhibitor/client to check the accuracy of your invoices and report any concerns of your ordered services prior to show close. All concerns reported prior to show close will be considered for credits to your account with Goben Convention Services.

### Rentals

All materials and equipment are on a rental basis for the duration of the show and remain the property of Goben Convention Services. All rentals include delivery, installation and removal from your booth.

### Unpaid Balances

Should there be any unpaid balance after the close of show; terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date any unpaid balance will bear a finance charge at the lesser of the maximum rate allowed by applicable law, or 1.5% per month, which is an annual percentage rate of 18% and future orders will be on a pre-payment basis. If the finance charge hereunder exceeds the maximum rate allowed by applicable law, the finance charge shall automatically be reduced to the maximum rate allowed, and excess finance charge received by Goben Convention Services shall be either applied to reduce the principal unpaid balance refunded to the payer. Payment terms and conditions shall be governed and construed in accordance with the laws of the state of Florida.

### Acceptance of Payment Terms & Conditions

By signing off on any services/order provided by Goben Convention Services automatically indicates that you the client/exhibitor are in acceptance and agreement of our Payment Terms and Conditions. Any questions about the Payment Terms and Conditions for Goben Convention Services please contact us at 407.240.3348 or at info@gobencs.com.



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# billing authorization

EXHIBITING COMPANY INFORMATION			
<b>Exhibiting Company Name:</b>			
<b>Booth#</b>			
<b>Exhibiting Company Address:</b>			
<b>City/State/Zip:</b>			
<b>Phone :</b>		<b>Fax:</b>	
<b>E-mail:</b>			

Payment Options	
	<b>Select One</b>
	Credit Card
	Company Check
	Cash
	Wire Transfers (call for details)

Goben Convention Services gladly accepts Cash, Company Check, Credit Card and Wire Transfers.

Billing Address (If different from above)	
<b>Address:</b>	
<b>City/State/Zip:</b>	
<b>Phone:</b>	
<b>Fax:</b>	
<b>E-mail:</b>	

## EXHIBITOR CREDIT CARD AUTHORIZATION

For your convenience, we will use this credit card billing authorization to charge your credit card account for your advance, standard and on-site orders, along with any additional amounts incurred as a result of show site orders placed by your exhibit booth representative.

**VISA**
                         
  **MASTERCARD**
                         
  **AMERICAN EXPRESS**

<b>Card Holder Name:</b>			
<b>Credit Card Number:</b>		<b>Expiration Date:</b>	
<b>Goben Convention Services is committed to keeping your provided financial information safe and secure</b>		<b>Validation Code:</b>	
<b>Printed Name:</b>			
<b>Signature:</b>		<b>Date:</b>	

By signing, you acknowledge you have read, understand and agree to all the term in the payment terms and conditions and have advised our organization of any questions on purchases of services and materials. You also acknowledge and have read, understand and agree to the general information sections of the exhibitor manual. The payment terms & conditions and general information are included in this exhibitor manual.

**Third Party Billing**  
 Please call the office at 407.240.3348 for a third party billing authorization form



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# material handling information

As the official drayage contractor for this show, Goben Convention Services will schedule the moving in and moving out of all exhibit material. All shipments if possible should be received at the advance warehouse prior to the published deadline date. Refer to the material handling service rate form or

When completing your bill of lading and shipping labels, please include the name of the show, c/o Goben Convention Services, your company name and your booth number. For your convenience labels are provided in this manual.

Remember that all shipments must be PREPAID, DO NOT SHIP "COLLECT". All shipments sent "COLLECT" WILL BE REFUSED.

You may confirm receipt of your shipment by calling Goben Convention Services at 407.240.3348.

### Material Handling Does NOT Include

- Labor and/or equipment for uncrating, un-skidding, assembling, dismantling, re-crating and re-skidding. These services may be ordered by filling out the labor forms included in this manual.
- Scheduling any carrier for pick up or delivery of your materials, if other than the official show carrier UPS Freight.
- As an exhibitor it is your responsibility for providing your carrier with the proper delivery and pick up information.

### Material Handling DOES Include

- Receiving and unloading your shipment at our warehouse (30 days free storage prior to show date).
- Reloading on the Goben Convention Services trailer.
- Delivery of shipment to the exhibit hall
- Placement of shipment in your booth space
- Removal of empty containers
- Return of empty containers at close of show (All containers must be empty when stored, Goben Convention Services assumes no liability for material or equipment left inside a container marked as empty).
- Removal of all packed and labeled materials from the exhibit booth.
- Reloading on to an outbound carrier for return shipment (based on shipping information provided on your show Bill of Lading).

Charges for the above services will be based on the inbound weight only, whether the above services are used completely in part, Refer to the material handling services and rates for detailed pricing information.

Weight taken from inbound bill of lading is rounded up to the next hundred pounds. Goben Convention Services will assign a weight to shipments arriving without a bill of lading of certified weight tickets. Shipments received without weight tickets will be charged an additional 30%.

### Overtime +25%

- A overtime surcharge, per cwt, for each occurrence will apply if:
- Shipments are received on overtime (Monday-Friday, before 8:00am and after 4:30pm and ALL DAY Saturday, Sunday and Holidays).
  - A surcharge applies if your shipment is moved to or out of show site on overtime due to scheduling beyond Goben Convention Services control.
  - A surcharge will apply if your advanced shipment is received at the warehouse on straight-time, but had to be delivered to show site on overtime due to a scheduling beyond the control of Goben Convention Services.

### Special Handling +30%

- Uncrated shipments that must be taken off pallets and hand carried in loose will be charged an additional 30%.
- Van Lines, loose, uncrated or improperly packaged materials, or those delivered by a carrier not providing supporting paperwork will be charged an additional 30%.

### Outbound Instruction at Close of Show

At the close of the show, each exhibitor must include a Goben Convention Services Bill of Lading at the Service Desk. Should the exhibitor fail to provide outbound shipping paperwork is not turned into the exhibitor desk a labor charge will be added to the exhibitors final invoice. Any shipment left in a booth for which no disposition is provided, or if requested carrier fails to pick up or refuses to take shipment, Goben Convention Services reserves the right to re-route shipment using UPS Freight or return material to our warehouse at the exhibitor's expense. For more information, please see the Move Out information sheet enclosed in this manual.

### Return to Goben Convention Services Warehouse

If you wish to have your freight returned to Goben Convention Services Warehouse, prior arrangements must be made with our office staff. Please note that Goben Convention Services warehouse address may NOT be the same as the advanced shipping address.

### Short Term / Long Term Storage Options

Storage facilities are available for short and long term, please call for a quote if there is interest for this service.

### Misc Material Handling Information

- Goben Convention Services will not be responsible for piece count or condition of shipments that are delivered without supporting bill of lading or delivery slip.
- Exhibitors can hand carry their own materials into the exhibit hall, provided they use their personal vehicle and company employees to do so. Freight being delivered to the loading dock in vehicle other than personal must be unloaded and delivered by Goben Convention Services.
- If you have brought in your own materials in and wish to have Goben Convention Services store your empty containers, there will be a charge currently at \$20.00 per item.
- Shrink wrap and banding will incur a one ½ hour labor charge. (Please see the enclosed labor for pricing)



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## material handling information (con't)

### Limitation of Liability and Responsibility for Material Handling Services

Goben Convention Services shall not be responsible for damage to uncrated materials; materials improperly packed or concealed damage.

Goben Convention Services shall not be responsible for loss, theft or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth.

Goben Convention Services shall not be responsible for loss, theft or disappearance of materials before they are picked up from exhibitor's booth for reloading after the show. Bills Of Lading covering outgoing shipment, which are furnished by Goben Convention Services to exhibitors will be checked at time of actual pick up from the booth and corrections are made where discrepancies occur.

Goben Convention Services shall not be responsible for loss, damage or delay due to fire, Acts of God, strikes, lockouts or work stoppages made where discrepancies occur.

Goben Convention Services Liability shall be limited to the physical loss of or damage to specific article which is lost or damaged, and in any event Goben Convention Services maximum liability shall be limited to \$0.30 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.

Claims for loss or damage must be submitted to Goben Convention Services prior to the close of show. No suit or action shall be brought against Goben Convention Services more than one year after the accrual of the cause of action.

**INSURANCE** – It is understood that Goben Convention Services is not an insurer that insurance, if any, should be obtained by the exhibitor. It is suggested that exhibitors arrange all risk coverage. This can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time they leave their firm until they are returned after the close of show.

The consignment or delivery of a shipment to Goben Convention Services by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.

Empty container labels will be available at the Goben Convention Services Desk. Affixing the labels is the sole responsibility of the exhibitor or his/her representative. All previous labels should be removed or obliterated. Goben Convention Services assumes no responsibility for:

- Error to above procedures
- Removal of Containers with old empty labels and without Goben Convention Services Labels.
- Improper Information on Empty Labels
- Materials stored in container with empty labels.



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# cartload service order form

Exhibiting Company:	
Booth:	

**Special Cartload Service for Small Passenger Vehicles Only!**  
*This special service is offered exclusively for this show.*  
**Maximum Weight is 400 lbs**

- ❖ To help expedite the move-in and move-out process for exhibitors with small exhibit material shipments, Goben CS is pleased to offer for hire, one (1) laborer with (1) handcart, for (1) trip. Charges for these services are \$50.00 one way, one trip only.
- ❖ To qualify for this service, you must have small hand carry items all of which must fit onto a handcart, in one trip only. You must arrive in a personal owned vehicle (Sedan, Van, SUV or Pick up). Company trucks/vans or bob-tails will not qualify for the handcart service. If you arrive with a truck, van, trailer or truck with trailer filled with exhibit material you will not qualify for this service and will be charged at the Material Handling rates (see page 21).
- ❖ Your vehicle must be unloaded on the receiving dock of the exhibit hall. There must be (2) people with the vehicle; one person to go with your product to the booth space and the other to remove the vehicle from the receiving dock when unloading / loading is completed. The cartload service is not authorized to go into any parking facility other than the dock area.
- ❖ To receive this service please pre-order below or you may order this service at the Goben CS Service desk onsite.
- ❖ Pre-orders will receive onsite preferential service.
- ❖ Once this service has been ordered, please pull up to the receiving dock where personnel from Goben CS will direct you.
- ❖ For insurance and safety reasons, exhibitors may not be permitted to use the handcarts on their own. Goben CS personnel must be present.

**PLEASE SELECT THE FOLLOWING SERVICE:**

SERVICE	Cost	Select Service (please mark with an "x")
Move In	\$50.00	
Move Out	\$50.00	
Move In & Out	\$90.00	

**THIS FORM MUST BE ACCOMPANIED BY:  
 CREDIT CARD BILLING CARD AUTHORIZATION or the  
 THIRD PARTY CREDIT CARD BILLING FORM. ORDERS WITHOUT PAYMENT CANNOT BE PROCESSED.**



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# material handling service & rates

Exhibiting Company:	
Booth:	

ADVANCE WAREHOUSE ADDRESS

**Clover Systems**  
**c/o Goben Convention Services**  
**1910 NW 97th Ave.**  
**Miami, FL 33172**

**Must be received by Friday, September 24, 2010**

Please refer to the following documents in regards to details about material handling and services provided by Goben Convention Services.

IMPORTANT MATERIAL HANDLING DATES	
Mark your Calendar	
Shipments can start arriving at Advance Warehouse	Tuesday, August 24, 2010
Last Day for Shipment to arrive at warehouse w/o surcharge	Friday, September 17, 2010
Last day for shipments to arrive at warehouse	Friday, September 24, 2010
Shipments can start arriving at Show Site	Monday, September 27, 2010 @ 10am

### FREIGHT RATES

Rates below include receipt of your freight, delivery to your booth, removal, storage, return empty crates and at the end of the show movement of your freight from the booth to the loading dock and reloading onto the designated truck. Charges for this service will be based on the inbound rate and rounded up to the nearest one hundred weight. A 200lbs minimum per shipment applies (CWT=100lbs)

**Overtime:** In addition to your plan below please fill out plan C if your shipment is moved in and/or out of show site on overtime. (Monday-Friday, before 8:00am and/or after 4:30pm, ALL DAY Saturday, Sunday and Holidays).

PLAN	DESCRIPTION	RECEIVED AT	RATE PER CWT
<b>A</b>	Package Shipments Received <i>August 24 - September 24, 2010</i>	Warehouse	\$60.00
<b>B</b>	Late Shipment Surcharge <i>September 20 - 24, 2010</i>	Warehouse	<b>Additional 25%</b>
<b>C</b>	Overtime in and/or out		<b>Additional 25%</b>
<b>D</b>	Special Handling		<b>Additional 30%</b>
<b>E</b>	Package Shipments <i>Scheduled to arrive on or after September 27, 2010</i>	Show Site	\$60.00
<b>F</b>	Small Package Shipment Total Shipment of 25lbs	Show Site	\$50.00
<b>G</b>	Returned to Warehouse Prior Arrangements must be made	Min \$16.00/pieces	\$0.16
<b>H</b>	Shrink Wrap + one ½ hour Labor Charge	Per Skid	\$25.00
<b>I</b>	Banding + one ½ hour Labor Charge	Per Linear Foot	\$1.25

**FREIGHT PAYMENT COMPUTATION** – Please include if applicable the surcharges i.e. late, overtime in/and or out, special handling

	SELECT PLANS (A-I)	# OF PIECES	WEIGHT MIN 200lbs	RATE/CWT	TOTAL
Shipment 1					
Shipment 2					
Shipment 3					
Shipment 4					
Shipment 5					

**Please take note of  
ORDER DEADLINE FOR MATERIAL  
HANDLING/SHIPMENTS LISTED ON THIS  
FORM.**

**THIS FORM MUST BE ACCOMPANIED BY:  
 CREDIT CARD BILLING CARD AUTHORIZATION or the  
 THIRD PARTY CREDIT CARD BILLING FORM. ORDERS  
 WITHOUT PAYMENT CANNOT BE PROCESSED.  
 SUBMITTAL OF ORDER AFFIRMS THAT YOU UNDERSTAND  
 THE TERMS & CONDITIONS LISTED ON THE MATERIAL  
 HANDLING SECTION OF THE EXHIBITOR KIT.**

Services Subtotal:	
Misc	
Services Total:	

Home Based Travel Agent Forum

Exhibitor Service Kit | Discount Price Deadline Date: September 14, 2010

Please check specific order form for various order dates on Floral, Labor and Material Handling



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exhibitor shipping
information

Exhibiting Company:
Booth:

The following information is requested so that we may plan in advance and arrange for the proper equipment needed to offer the best possible service to you.

INCOMING SHIPMENTS TO WAREHOUSE

Shipped from (City): Carrier: Tracking/Pro#:
Shipping Date: Expecting Arrival Date:
No. of Pieces: Weight:
Dimensions of Largest Piece: Height Width: Length:
Comments/Special Handling Requirements:

INCOMING SHIPMENTS TO SHOW SITE

Shipped from (City): Carrier: Tracking/Pro#:
Shipping Date: Expecting Arrival Date:
No. of Pieces: Weight:
Dimensions of Largest Piece: Height Width: Length:
Comments/Special Handling Requirements:

INSTRUCTIONS FOR OUTGOING SHIPMENTS
AT CLOSE OF SHOW | ATTACH SEPARATE SHEETS FOR MULTIPLE SHIPMENTS IF NECESSARY


Ship To: Prepaid Collect
Address: Attention:
City: State: Zip Code:
Description: # of Pieces: Total Weight of Shipment: Lbs
Outbound Carrier: Pro #:

Exhibitors must have each piece of outbound freight and prepare the outbound bill of lading prior to departing the show.


Please see the Goben Convention Service Representative

THIS FORM MUST BE ACCOMPANIED BY:
CREDIT CARD BILLING CARD AUTHORIZATION or the
THIRD PARTY CREDIT CARD BILLING FORM. ORDERS WITHOUT PAYMENT CANNOT BE PROCESSED.
SUBMITTAL OF ORDER AFFIRMS THAT YOU UNDERSTAND THE TERMS & CONDITIONS LISTED ON THE MATERIAL HANDLING SECTION OF THE EXHIBITOR KIT.

- ADVANCED WAREHOUSE SHIPPING LABEL -

ADVANCE WAREHOUSE			
EXHIBITION MATERIAL FROM	TO EXHIBITING COMPANY NAME		
BOOTH #	SHOW NAME		
	Home Based Travel Agent Forum		
 Clover Systems C/O Goben Convention Services 1910 NW 97th Ave. Miami, FL 33172			
Number		OF	PIECES
CARRIER			
*			

MAKE COPIES AND CUT AS NECESSARY - MAKE COPIES AND CUT AS NECESSARY - MAKE COPIES AND CUT AS NECESSARY


ADVANCE WAREHOUSE			
EXHIBITION MATERIAL FROM	TO EXHIBITING COMPANY NAME		
BOOTH #	SHOW NAME		
	Home Based Travel Agent Forum		
 Clover Systems C/O Goben Convention Services 1910 NW 97th Ave. Miami, FL 33172			
Number		OF	PIECES
CARRIER			
*			

Home Based Travel Agent Forum


Exhibitor Service Kit | Discount Price Deadline Date: September 14, 2010

Please check specific order form for various order dates on Floral, Labor and Material Handling

- SHOW SITE SHIPPING LABEL -

SHOW SITE DELIVERY				
EXHIBITION MATERIAL FROM	TO EXHIBITING COMPANY NAME			
BOOTH #	SHOW NAME			
	Home Based Travel Agent Forum			
 <b>Hyatt Regency Miami</b> C/O Goben Convention Services 400 SE Second Ave. Miami, FL 33131				
Number		OF		PIECES
CARRIER				
*				

MAKE COPIES AND CUT AS NECESSARY - MAKE COPIES AND CUT AS NECESSARY - MAKE COPIES AND CUT AS NECESSARY

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CARRIER				
*				



7101 Presidents Drive, Suite 300  
 Orlando, Florida 32809  
 T. 407.240.3348 F. 407.240.8710  
 info@gobencs.com

# move out information

On behalf of Goben Convention Services we would like to thank you for letting us assist you during the show. We hope the following information will help assist and expedite your move-out.

## EXHIBITOR MOVE-OUT START TIME and CLEAN/CLEAR TIME

Move Out Start Date	Move Out Start Time
September 29, 2010	12:30pm

Beginning the move out time, exhibitors may begin to dismantle their booths. All empty containers will automatically be returned to booths. Please keep all aisles clear to enable Goben Convention Services to complete this process in an expeditious manner. If you have ordered labor to dismantle your booth, be sure to confirm the start time of your works by checking in with the Goben Convention Services; Service Desk.

### ALL EXHIBITORS MUST BE OFF THE FLOOR BY

<b>3pm</b>	
<b>September 29, 2010</b>	

**NO EXCEPTIONS**

## DRIVER CHECK-IN & BILLS OF LADING DEADLINES

Driver Check In Date	Driver Check In Time
September 29, 2010	2:30pm

Your freight carrier MUST be checked in at the Goben Convention Services freight dock no later than the driver check in and bills of lading deadlines listed on this sheet and in the exhibitor manual to guarantee pick-up. In the event that your designated carrier fails to check in, pick up, refuses acceptance or freight disposition is not provided, Goben Convention Services reserves the right to force/re-route such shipments. Exhibitors will be charged accordingly for this service. No liability will be assumed by show management, Goben Convention Services or any subcontractors as a result of such re-routing or handling.

	Freight Force Time
September 29, 2010	2:31pm

### BILLS OF LADING DUE TO GOBEN CONVENTION SERVICES DESK BY

<b>3pm</b>	
<b>September 29, 2010</b>	

A bill of lading must accompany ALL outbound shipments. This form may be obtained at the Goben Convention Services; Service Desk. All bills of lading must be turned into the services desk when all your shipments are packed, labeled and ready to ship. Failure to complete and turn in a bill of lading will result in a half hour labor charge.



UPS Freight is the designated show carrier and a representative will be located at the Goben Convention Services; Service Desk.

**DO NOT LEAVE BILLS OF LADING IN YOUR BOOTH!**